



YOU EARNED THE CROWN.  
.....  
YOU DESERVE THE PALACE.

THE SERVICES GUIDE

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ZRICK'S



Life at Riva is worth settling in.

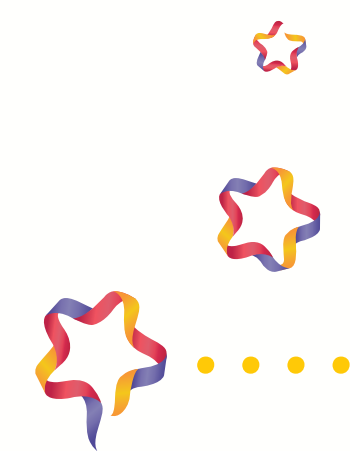
Every inch of this majestic expanse is carefully crafted

keeping in mind much more than how beneficial

it will be for you. It is all designed for the New Age Living.



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Tata Housing brings you Riva – New Age Living

This is the ideal example of what life was intended to be. A fully self-sustained lifestyle that can only be described as euphoric. You've worked your whole life to reach this point in life, where you've earned that moment of having a peaceful smile come across your face, as you lean back and admire all that you have achieved.





The Riva Manager is an integral part of the Riva family who ensures that you as well as the community flourish together. Imbibed with TATA values like integrity, quality, service and highest customer centricity, the Riva Manager will ensure a lifestyle exempted from everyday troubles. All complaints, queries and issues will be addressed immediately and resolved without you having to do anything more than ask.



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Community living and Inter-generational mix

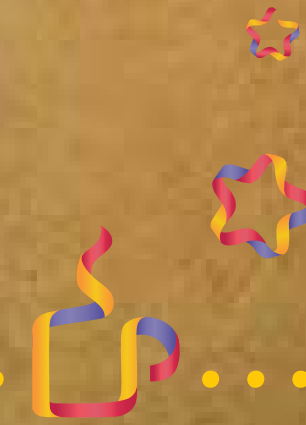
Riva is part of an integrated township where you can have the pleasure of being in the company of like-minded people and at the same time reach out and become a part of younger communities as well. Our qualified staff will work tirelessly to take care of your comfort, safety, security, health & wellness, activities & entertainment and will help you with personalised services for your household chores. We also have a Recreational Therapist to keep you engaged with activities you like to pursue. In all, everything that goes into making you smile with awe, pride, satisfaction or excitement will be at your service.



Riva Living

To keep the spirit of activity alive and always maintain an air of serenity.

Riva is built on the line of the New Age Community and Integrated Township concept. Fully equipped to offer care, comfort, security, privacy, activity, serenity and a great environment to enable all its residents to lead an independent and hassle-free lifestyle.

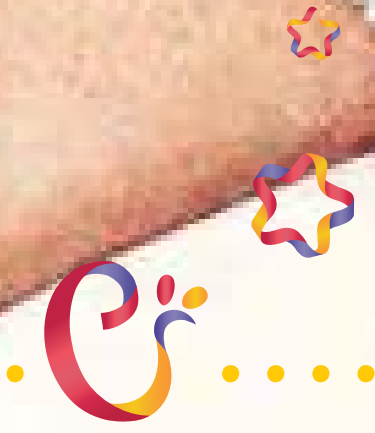


## Riva Community

At Riva, great care is taken to ensure that you can live carefree. Hobby groups and community dinners are encouraged here so that an active and hearty lifestyle is maintained. Hence by enriching your social circle we enrich your every day. And by extension, your life.







Riva Care

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Healthcare at Riva works in a very proactive way. Unlike the common pattern of the individual approaching the doctor after his or her health is affected, at Riva we believe in preventive and primary healthcare which lets a doctor reach out to every resident before one becomes a patient. Thus ensuring that there is never a reason for the content smile to waver. The Apollo Hospital group is universally acclaimed as a super brand when it comes to healthcare. The Healthcare Centre at Riva operates 24x7 and is equipped with a Telemedicine facility which enables a resident to consult any doctor in the Apollo network across India. While diagnosis take place at Riva, the doctor at the other end of the Telemedicine gets all the required details about the patient and advises accordingly.



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## Healthcare Services

Telemedicine, utilizing today's significant advances in technology and telecommunication techniques, provides a new method of effectively delivering health care • Reduction in the need to transfer patients to a site of medical expertise

- Decrease in the relocation of medical specialists to the patient
- Decrease in the number of days spent in hospital per patient
- Better organized and less costly health care
- More efficient and effective use of medical and technological resources
- Enhanced diagnostic and therapeutic quality of care



Electronic Medical Record (EMR):

We will create an individual EMR for every resident. The demographic details and medical history thus far will be entered into their medical record to provide appropriate healthcare services whenever required. This will enhance the quality of care. All clinical interactions will be recorded and stored in the EMR and will be maintained until an agreed period of time. This EMR is accessible to all authorized persons from anywhere in the world. This EMR will be available across the entire Apollo eco-system.

Pay-per-use Services:

- Care @ Home
- Wellness & Risk Management Services
- Chronic Disease Management
- Additional Health camps &

Detailed Periodic reports based on EMR





### Preventive & Primary Healthcare

Doctor	Weekly visits by a specialist doctor for regular check-up. The doctor will be present on a pre-determined day to adequately cover check-up of all the residents
Paramedic/Nurse	Available 24x7 for all medical support and emergency
Centre Manager & Support Staff	One centre manager and support staff will be available
Health Camps	Health camps will be organised with one doctor every quarter, with a separate speciality chosen for that quarter
Reminders service	Staff will send reminders to the residents for consultation, investigations, injections, dressings, immunizations etc.





### Key Services:

*Relax a bit; Play a bit; Repeat!* Riva offers a perfect range of facilities and activities giving you the opportunity to revel in the company of like-minded people and the pleasure of pursuing personal interests. The complex has a well-equipped *Age-friendly gym* to keep you fit and active, besides Preventive & Supportive Wellness Services. **Food** is a delight for Riva residents. One can order food from the centralised kitchen, avail a monthly package or simply cook at home. Our Nutritionist will serve your requirements on a regular basis, if need be. Riva is about independence and choice.

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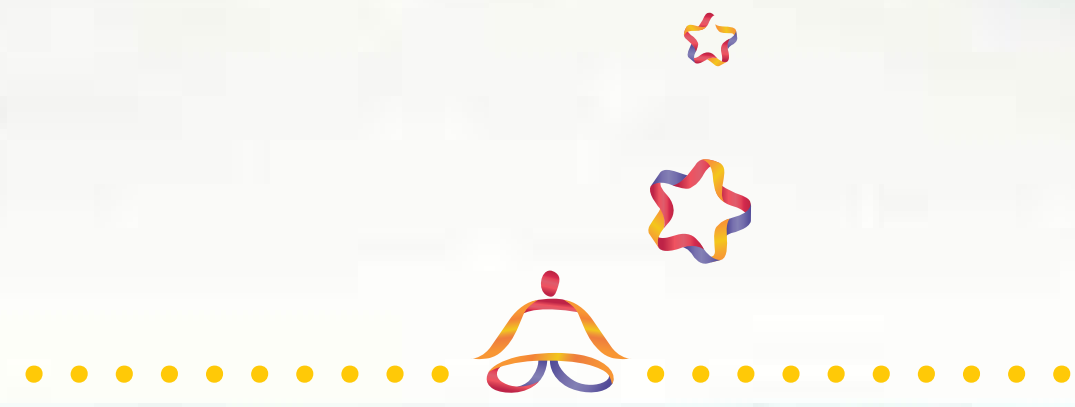
### Key Services:

Knowledge is wealth and at Riva we provide a *fully equipped Library* so that your inquisition has answer to all the quests. A *Multi-purpose Lounge* leaves you free for indoor games, community meetings, entertainment like movies and match screenings, festivities et al. A *Recreational Therapist* on site would ensure entertainment & engagement activities which you like to pursue.

### Criteria for Happiness Index

Our Service Level Agreements (SLAs) are based on the Happiness Index derived from the following elements:

- Psychological Well-being • Time Use • Community Vitality • Culture • Health • Education
- Environmental Diversity • Living Standard • Governance



Key Services:

*Meditation and Yoga room* would help develop your concentration and *Sauna* would help to revive your senses.

*24x7 Safety & Security* features would ensure a secure environment for you to live freely, alongwith essential

*Housekeeping Services, Concierge Services* and other personalised services for your household chores to help you lead

a hassle-free lifestyle. At Riva, relaxation meets activity and that's what truly the New Age Living is!



Among the host of services that Riva Club will provide, some will be on a chargeable basis like concierge and other pay-per-use services.

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